

Oklahoma Health Care Authority

**CAHPS® Adult Health Survey
for SoonerCare Choice**

**Executive Summary and
Technical Specifications**



Report for Fiscal Year 2010

Report Submitted May 2010

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CAHPS® Adult Health Survey for SoonerCare Choice

Executive Summary

The Oklahoma Health Care Authority (OHCA) is the state agency responsible for administering Medicaid. SoonerCare Choice, the managed care component of Oklahoma Medicaid, operated under a partially capitated case management system during the first half of the state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare to survey adult members enrolled in SoonerCare Choice between December 1, 2008, and November 30, 2009. The OHCA has administered CAHPS (Consumer Assessment of Healthcare Providers Systems) surveys to measure consumer satisfaction in the Medicaid population since 1996.

Comparing the 2008 survey and the 2010 survey, results indicated fairly high levels of satisfaction holding steady across an array of eight quality measures. The overall picture drawn by the CAHPS data is one of high and rising satisfaction with several different aspects of health care received from SoonerCare providers, and also customer services provided directly by SoonerCare. Positive trends were seen in ratings of health care, personal physicians, specialists, and the health plan, and also in composite measures of getting care quickly, provider communication, getting needed care, and customer service. One increase was statistically significant; respondents gave higher ratings on how often they were able to get care quickly.

CAHPS® Adult Health Survey for SoonerCare Choice

Technical Specifications

Consumer satisfaction surveys are an important source of information to consumers, purchasers of health care, health plans and program administrators. By responding to satisfaction surveys, individuals provide valuable information regarding access to care, use of services, and satisfaction with the care they have received. To survey the general population of managed care members about their overall experience with their health plan, the Oklahoma Health Care Authority (OHCA) has administered Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to SoonerCare members since 1996. CAHPS questionnaires, administration protocol and survey analysis were developed by Harvard, RAND and the Research Triangle Institute. The health care community has accepted these methods in producing consumer satisfaction measures that may be compared across health plans and health service delivery types.

In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare (APS) to survey the members enrolled in SoonerCare Choice between December 1, 2008, and November 30, 2009. This technical report includes information on the survey methodology, findings, and summary information on the respondents' satisfaction with health plan services they received.

Method

The Adult CAHPS Health Plan Survey 4.0 questionnaire (shown in Appendix A) was administered by The Myers Group (TMG) between December 16, 2009, and April 1, 2010. The questionnaire addressed several aspects of health plan performance, including:

- Rating of personal doctors, specialists, health care received, and health plan
- Receiving care without long waits
- Communication with clinicians
- Health plan information and customer service

- Getting needed care

Sampling

Because it is not feasible to survey the entire SoonerCare Choice population, TMG used recognized sampling techniques to obtain information from a limited number of members. This information is used to estimate the consumer satisfaction of the SoonerCare Choice population as a whole.

Sampling for this survey followed CAHPS 4.0 protocols with one exception: APS limited the sample to members with at least one paid claim from a SoonerCare Choice provider. APS provided TMG with a list of eligible members for sample selection. Each member included in the eligibility list met the following criteria:

- 18 years of age or older as of November 30, 2009;
- Enrolled in the SoonerCare Choice program as of November 30, 2009; and
- Continuously enrolled in SoonerCare Choice for 12 months between December 1, 2008, and November 30, 2009. (Continuous enrollment was defined as having no more than one 45-day break in enrollment during the year.)

In accordance with CAHPS recommendations and to reduce the burden on respondents, TMG randomly selected only one member from a household for the sample. The CAHPS Survey and Reporting Kit 4.0 standards indicate that a minimum of 300 completed surveys are needed for a valid administration. The total number of members eligible for the survey was 44,772; TMG selected a random sample of 1,688 members.

Data Collection

The CAHPS survey methodology allowed data to be collected by mail, telephone interview, or a combination of mail and telephone. The OHCA and APS agreed to conduct these surveys using mail and incorporated telephone interviewing only when the targeted response rate was not received. The survey process had outreach interventions that included mailings of the survey packet, reminder postcards and phone follow-up with interviewers.

After the sample was selected, address lists were processed using the U.S. Postal Service's CASS Certified ZIP + 4 Coding Software, which verified the zip code for each address. Each packet included a questionnaire and a letter that explained the purpose and the importance of the survey. To encourage participation, the packet also contained a postage-paid business reply envelope. Reminder postcards served to thank individuals who had responded to the survey and to remind others to complete their questionnaires. Members selected for the sample who did not respond to the first survey and/or postcard mailings were mailed a second survey. All correspondence included a toll-free number that members could use to contact TMG with questions regarding the survey or to complete the survey over the telephone. Each information letter contained a statement written in Spanish asking the member to call the toll-free number to take the survey by phone with a Spanish interpreter. If needed, follow-up calls were then initiated with bilingual interviewers.

TMG developed a database to track the status of members selected for the sample at each stage of the survey protocol. The database identified members who had not returned the survey and needed additional mailings. The database also indicated the date that a member responded to the survey, refused to participate in the survey or was determined to be ineligible for the survey. Members were determined to be ineligible for the survey if they no longer qualified for SoonerCare or had moved to another state.

Data Coding and Data Entry

TMG recorded the responses to the questionnaires in a database specifically designed for this purpose. The data entry program permitted the entry of only those responses that were within the accepted range for each specific item; for example, if a rating was supposed to be on a scale of 0 to 10, a response of 12 could not be entered. TMG performed a data clean-up process prior to the actual analysis to detect any additional out-of-range values and response inconsistencies. Typically, inconsistencies occurred when respondents did not follow the skip pattern of question groups. When feasible, TMG recoded the items to conform to the questionnaire skip patterns; for example, if one response indicated the person did not receive forms to fill out, then it

would not make sense for the person to answer the next question about the ease of completing the forms. However, when the intent of the respondent could not be determined, the analyst recoded the item as missing.

Data Analysis

All analyses and calculations in the study were performed by APS using SAS 9.2, including the standard CAHPS analysis macro “cc250_cahps36b.sas.” Frequencies were computed for all the items on the survey. Due to the lengthy results for this type of analysis, the frequency distributions are reported in Appendix B rather than in the results section.

The statistical analysis consisted of comparing this year’s survey results with those from the previous administration of the survey, which was in state fiscal year (SFY) 2008, using the t-test statistic for difference of means as incorporated in the standard CAHPS analysis macro.

Global ratings, which used a scale of 0 to 10, measured the respondents’ assessment of their health plan and the quality of the care received. APS computed the means for each global rating and used a t-test to compare means from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. Four global ratings were compared between SFY 2010 and SFY 2008:

- Overall Rating of Health Care
- Overall Rating of Personal Doctor
- Overall Rating of Specialist
- Overall Rating of Health Plan

Composite measures combine the responses to questions that are closely related to each other and provide more reliable results than comparing each item separately. APS computed the mean scores for each composite and used t-tests to compare means from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. The four composites that could be compared were:

- Experiences in Getting Treatment Quickly

- Experiences with How Well Clinicians Communicate
- Experience with Getting Needed Care
- Experience with Information and Customer Service

Results

Table 1 shows the response rate by method for the current year's survey and the previous administration of the survey from SFY 2008.

Table 1. Completed Surveys Rate by Method each Survey by Year

Completed Surveys	SFY 2010 Survey	SFY 2008 Survey
Mailing	520	238
Phone Follow-Up	108	95
Total Completed Surveys	628	333

The study evaluated each returned questionnaire to determine whether it met the CAHPS definition for a completed survey. To be considered complete, a questionnaire must have had at least one answered question. APS coded returned questionnaires that did not pass the completion criteria as non-respondents and excluded them from the analysis.

Additionally, returned surveys received by TMG included refusals returned by mail and those from SoonerCare Choice members who had moved out of state or were not in the plan.

The adjusted response rate, expressed as a percentage, is the number of completed surveys divided by the number of eligible surveys.

$$\frac{\text{Number of completed surveys}}{\text{Number of eligible surveys}} \times 100 = \text{Adjusted response rate}$$

$$\frac{\text{(total completes)}}{\text{(Sample) - (Ineligible)}} = \frac{628}{1688 - 106} \times 100 = 39.7\%$$

The adjusted response rates for the current (SFY 2010) SoonerCare Choice survey was 39.7%; the adjusted response rates for the previous (SFY 2008) SoonerCare Choice survey was 21.0%. The difference in response rates may be attributable to the decision in

SFY 2010 to limit the sampling frame to participants who had a paid claim during the sample timeframe.

Table 2 displays the disposition of surveys deemed ineligible by number and percentage for SFY 2010.

Table 2. Number and Percentage of Ineligible Surveys for SFY 2010

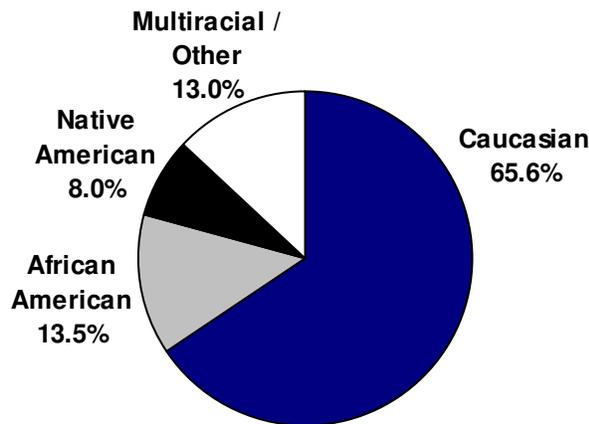
Ineligible Disposition	N	%
Deceased	3	0.18
Mentally/Physically Incapacitated	14	0.83
Does Not Meet Criteria	89	5.27
Total Ineligibles	106	6.28

The most frequent reason for exclusion was that the survey did not contain at least one answered question.

Demographics

Respondents were asked their race and ethnicity. Figure 1 shows these results.

Figure 1. Respondent's Reported Racial Identity



Caucasians represented the majority of respondents with 65.6%. Members who were African American or multiracial/other were nearly equally represented at 13.5% and

13%, respectively. In response to a separate question about ethnicity, 5.5% of the respondents reported to be Hispanic or Latino.

Global Ratings

In Figures 2 through 5, the overall ratings are shown for the following:

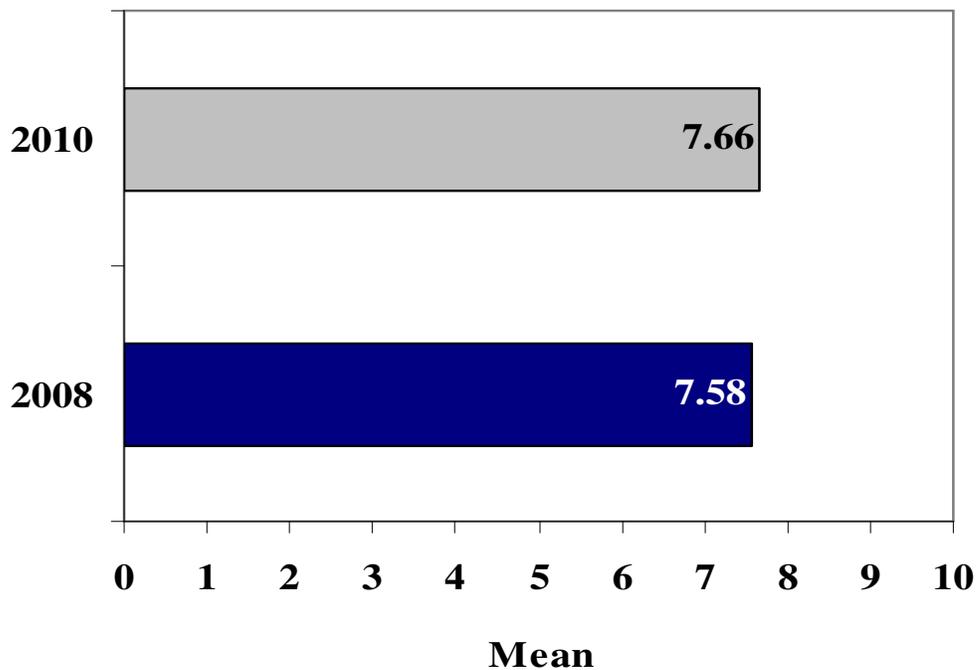
- The adult's health care received
- The adult's personal doctor
- The adult's specialist
- The adult's health plan

The means for the global rating items for the two years are shown in bar graphs. The table below each graph lists the number of respondents analyzed, the means and the p-value associated with the t-test of mean difference between the two years. A p-value less than .05 was considered statistically significant. That is, if the p-value was less than .05 the two means were statistically different from each other; otherwise, the two means were not statistically different.*

* A statistical note: The standard CAHPS analysis does not assume equal variances, but it did not compute a difference between the OHCA results for SFY 2008 and SFY 2010. APS used SAS PROC TTEST to compute the significance of difference between years. Reported p-values are from pooled tests with equal variances assumed. Only one question failed a test of equal variances, but the decision on the hypothesis test of equal means would have been the same with a t-test that did not assume equal variances.

Overall Rating of Health Care Received

- Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

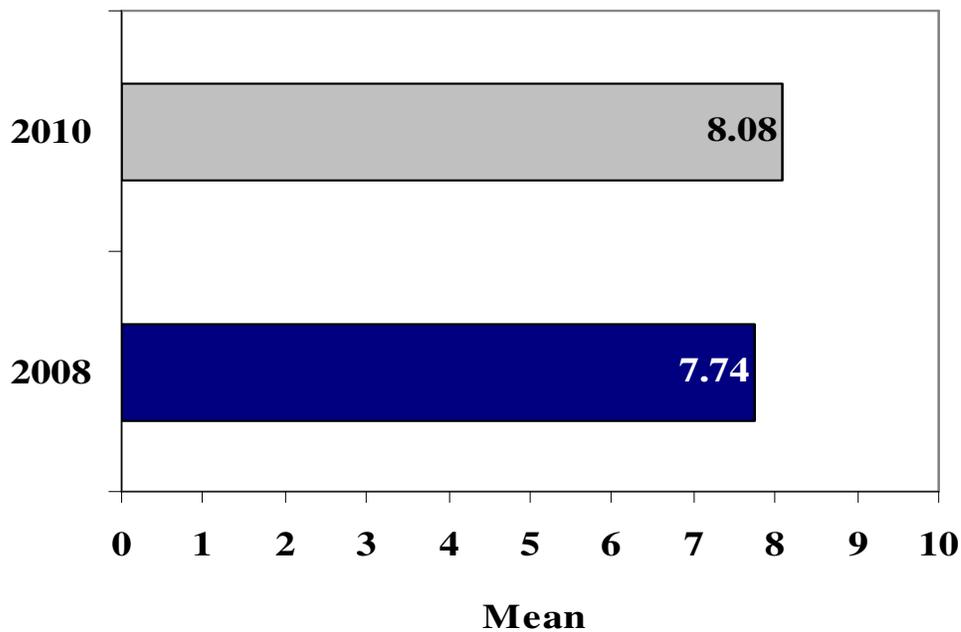
Figure 2. Rating of Health Care Received

Year	N	Mean	p-value
2010	495	7.66	.6631
2008	251	7.58	

Figure 2 demonstrates that SoonerCare Choice members remained fairly satisfied with the health care they received in 2010 compared with the ratings in 2008. The slight increase was not statistically significant.

Overall Rating for Personal Doctor

- Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor in the last 6 months?

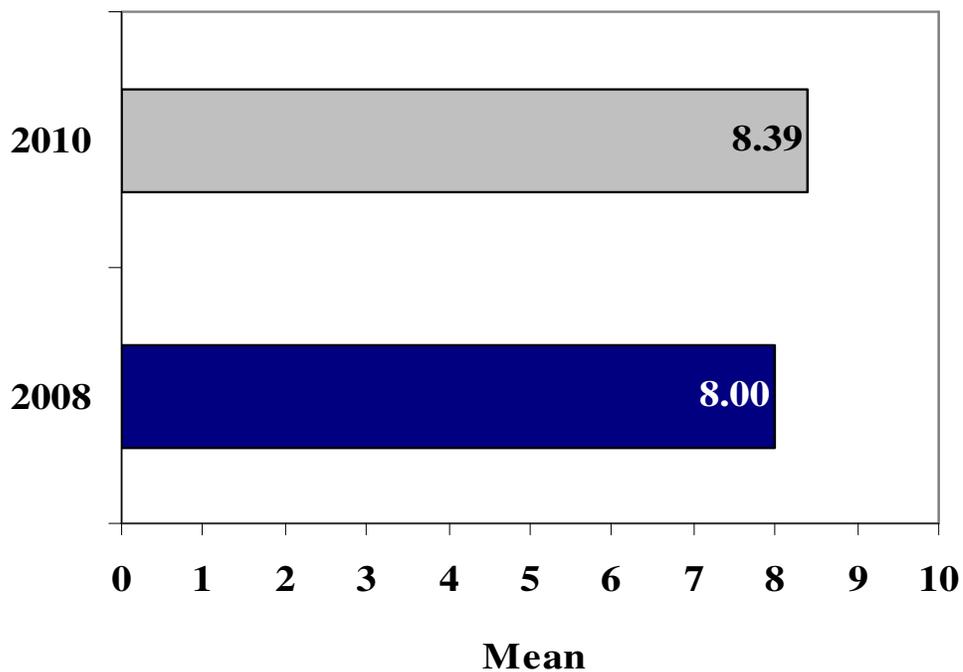
Figure 3. Overall Rating for Personal Doctor

Year	N	Mean	p-value
2010	496	8.08	.0833
2008	249	7.74	

Figure 3 shows that SoonerCare Choice members were highly satisfied with their personal doctor in 2010. The slight increase in satisfaction from 2008 to 2010 was not statistically significant.

Overall Rating for Specialist

- We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

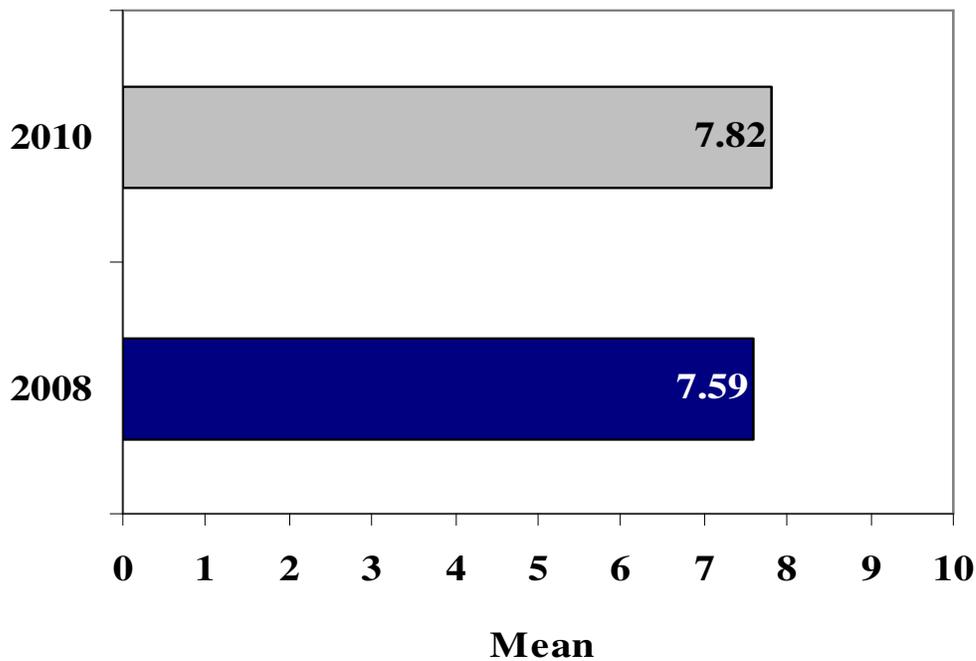
Figure 4. Overall Rating for Specialist

Year	N	Mean	p-value
2010	247	8.39	.1468
2008	112	8.00	

Figure 4 shows that SoonerCare Choice members were highly satisfied with their specialist doctor seen most often in 2010. The slight increase from 2008 to 2010 was not statistically significant.

Overall Rating for Health Plan

- Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Figure 5. Overall Rating for Health Plan

Year	N	Mean	p-value
2010	569	7.82	.1718
2008	306	7.59	

Figure 5 shows that SoonerCare Choice members were generally satisfied with their health plan in 2010. The increase from 2008 to 2010 was not statistically significant.

Composite Measures

In Figures 6 through 9, composite measures for the following services are provided:

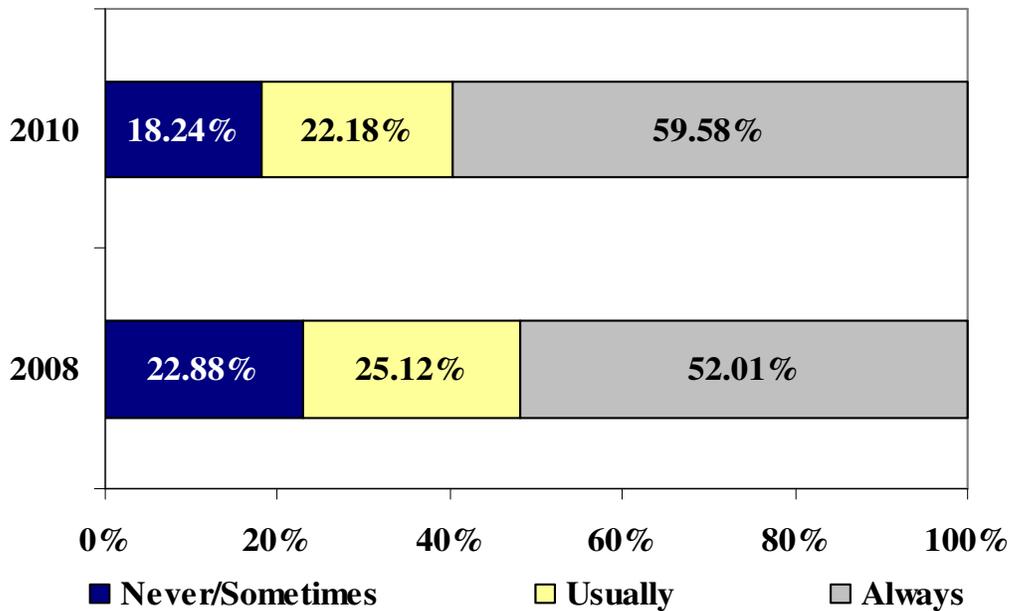
- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate
- Experiences with getting needed treatment
- Experiences with health plan information and customer service

These questions were answered on a four-point ordinal scale, where 1 = “never,” 2 = “sometimes,” 3 = “usually,” and 4 = “always.” Responses of “never” and “sometimes” were combined into one category for the purpose of graphing since there were small percentages in those categories. The mean of the four-point scale was computed and compared between years using a t-test, following standard CAHPS analysis protocol. The percentage in each category for the composite measures is shown in the bar graph. The table below each graph lists the number of respondents analyzed, the mean and the p-value associated with the t-test comparison of means.

Getting Treatment Quickly

- *In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?*
- *In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for health care at a doctor’s office or clinic as soon as you thought you needed?*

Figure 6. Getting Treatment Quickly



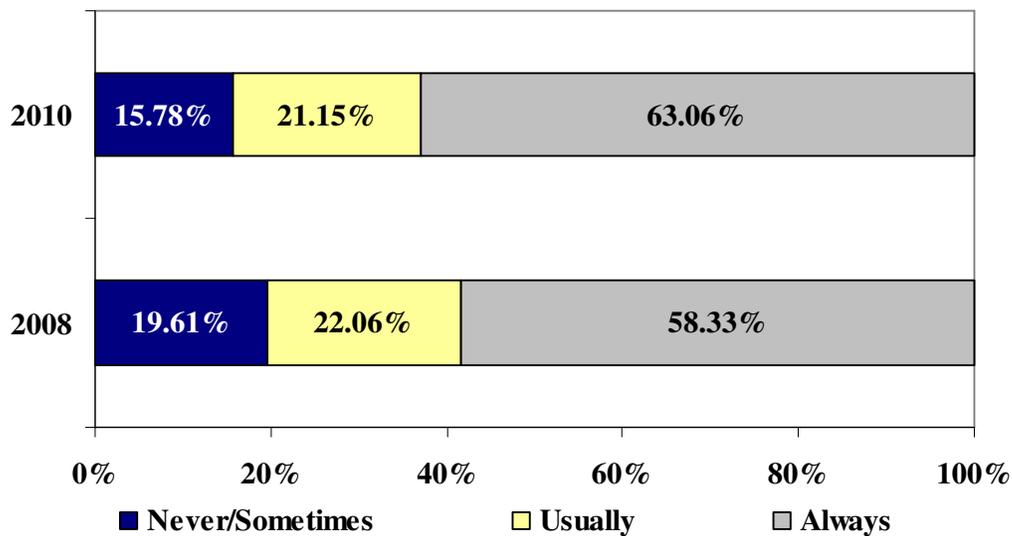
Year	N	Mean	p-value
2010	523	3.38	.0099
2008	281	3.24	

Figure 6 shows that 59.58% of the respondents in 2010 reported they always received treatment quickly. The difference of means from 2008 was statistically significant, as 52.01% of respondents in 2008 reported that they always received treatment quickly.

How Well Clinicians Communicate

- *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*
- *In the last 6 months, how often did your personal doctor listen carefully to you?*
- *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your personal doctor spend enough time with you?*

Figure 7. How Well Clinicians Communicate



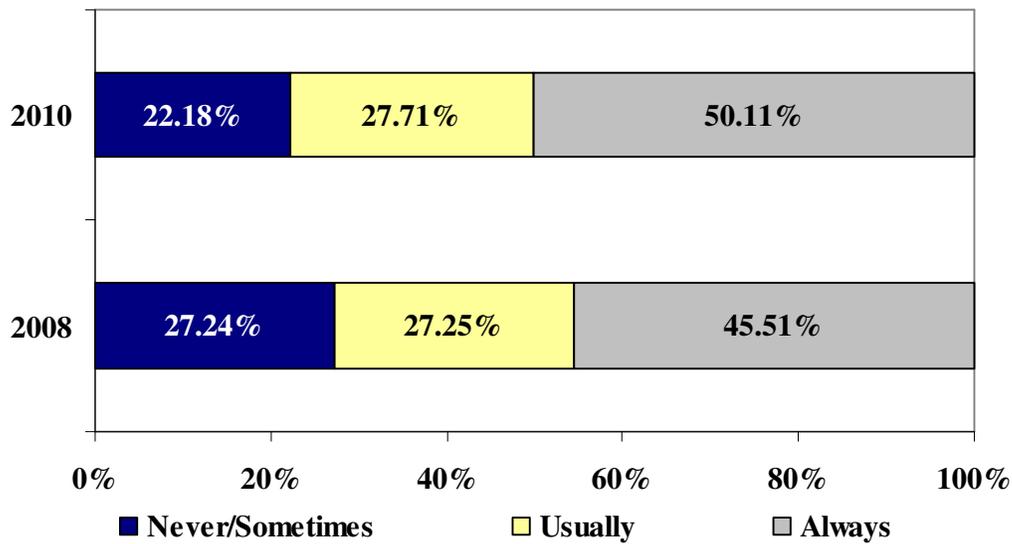
Year	N	Mean	p-value
2010	440	3.43	.1233
2008	226	3.34	

Figure 7 indicates that 63.06% of members felt that their clinicians always communicated well during SFY 2010. This was an increase from 58.33% in SFY 2007; however, the increase in average score was not statistically significant.

Getting Needed Health Care

- In the last 6 months, how often was it easy to get appointments with specialists?
- In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

Figure 8. How Often Needed Health Care was Easy to Get



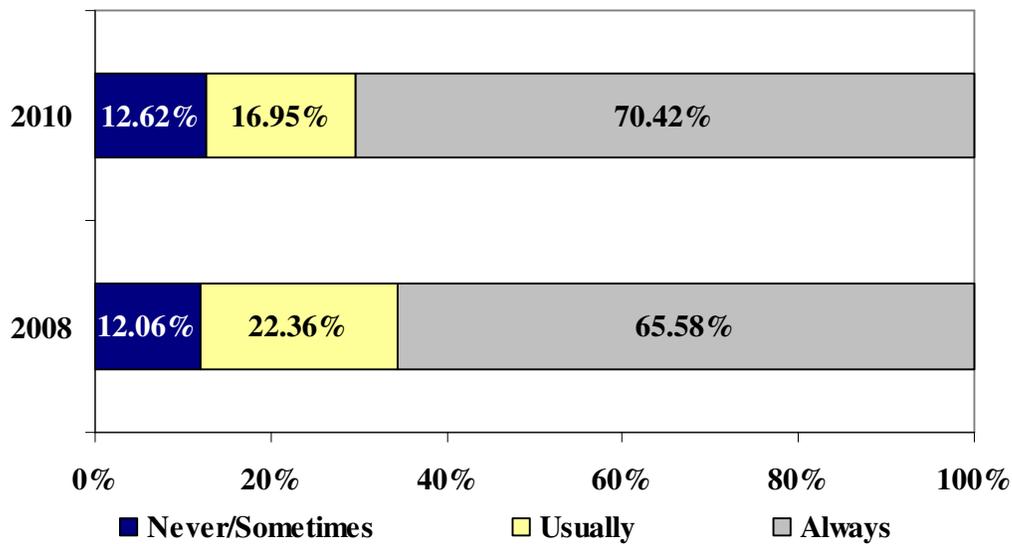
Year	N	Mean	p-value
2010	409	3.21	.5551
2008	216	3.07	

Figure 8 indicates that 50.11% of members felt that they always had easy access to specialists and needed treatment during SFY 2010. This was an increase from 45.51% in SFY 2008; however, the increase in average score was not statistically significant.

Health Plan Information and Customer Service

- *In the last 6 months, how often did your health plan's customer service give you the information or help you needed?*
- *In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?*

Figure 9. How Often Customer Service Gave Information, Courtesy, and Respect



Year	N	Mean	p-value
2010	128	3.26	.8897
2008	90	3.25	

Figure 9 indicates that 70.42% of members felt that their clinicians always communicated well during SFY 2010. Although this was an increase from 65.58% in SFY 2008, the increase in average score was not statistically significant.

Discussion

The overall picture drawn by the CAHPS data is one of high and rising satisfaction with several different aspects of health care received from SoonerCare providers, and also customer services provided directly by SoonerCare. Positive trends were seen in ratings of health care, personal physicians, specialists, the health plan, and also in composite measures of getting care quickly, provider communication, getting needed care, and customer service. One measure increased enough to be statistically significant: respondents reported an increase in how often they were able to get care quickly.

The SFY 2010 sampling methodology involved limiting the sampling frame to members who had a paid health claim. Using this method, the number of completed surveys increased by 89% when compared to SFY 2008. The increase in completed surveys also contributed to an adjusted response rate that was 89% higher than the previous year. It appears to be a successful method in that members utilizing SoonerCare services were more likely to have an opinion regarding their health care. APS recommends the OHCA continue to follow this sampling methodology for future surveys.

Appendix A

APPENDIX A

MAS

46. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?
 YesGo to Question 47
 NoGo to Question 48
47. Is this a condition or problem that has lasted for at least 3 months? Do **not** include pregnancy or menopause.
 Yes
 No
48. Do you now need or take medicine prescribed by a doctor? Do **not** include birth control.
 YesGo to Question 49
 NoGo to Question 50
49. Is this to treat a condition that has lasted for at least 3 months? Do **not** include pregnancy or menopause.
 Yes
 No
50. What is your age?
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or older
51. Are you male or female?
 Male
 Female
52. What is the highest grade or level of school that you have completed?
 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree
53. Are you of Hispanic or Latino origin or descent?
 Yes, Hispanic or Latino
 No, not Hispanic or Latino
54. What is your race? (Please mark one or more.)
 White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other

55. Did someone help you complete this survey?
 YesGo to Question 56
 NoPlease return the survey in the postage-paid envelope.
56. How did that person help you? (Mark all that apply.)
 Read the questions to me
 Wrote down the answers I gave
 Answered the questions for me
 Translated the questions into my language
 Helped in some other way



* Answer **all** the questions by marking the box with blue or black ink. Like this: **Yes**.....Go to Question 3

* You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: **Yes**.....Go to Question 3

All information that would let someone identify you or your family will be kept private. The Myers Group will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

1. Our records show that you are now in **SoonerCare Choice**. Is that right?
 YesGo to Question 3
 NoGo to Question 2
2. What is the name of your health plan?
 (Please print)

Your Health Care in The Last 6 Months
 These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
 YesGo to Question 4
 NoGo to Question 5
4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you thought you needed?
 Never
 Sometimes
 Usually
 Always
5. In the last 6 months, **not** counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?
 YesGo to Question 6
 NoGo to Question 7
6. In the last 6 months, **not** counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
 Never
 Sometimes
 Usually
 Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
 NoneGo to Question 13
 1Go to Question 8
 2Go to Question 8
 3Go to Question 8
 4Go to Question 8
 5 to 9Go to Question 8
 10 or moreGo to Question 8
8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?
 Never
 Sometimes
 Usually
 Always
9. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.
 In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?
 YesGo to Question 10
 NoGo to Question 12
10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?
 Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no
11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?
 Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no
12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?
- | | | | | | | | | | | |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst health care possible | | | | | | Best health care possible | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Thank You
 Please return the completed survey in the postage-paid envelope to:

 Attn: Survey Processing Department
 The Myers Group
 2351 Henry Clower Boulevard, Suite C
 Snellville, GA 30078-3107
 Toll-Free: 1-800-692-0041

For Internal Purposes Only: 47408

Your Personal Doctor

13. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.
Do you have a personal doctor?
 YesGo to Question 14
 NoGo to Question 22
14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
 NoneGo to Question 21
 1Go to Question 15
 2Go to Question 15
 3Go to Question 15
 4Go to Question 15
 5 to 9Go to Question 15
 10 or moreGo to Question 15
15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
 Never
 Sometimes
 Usually
 Always
16. In the last 6 months, how often did your personal doctor listen carefully to you?
 Never
 Sometimes
 Usually
 Always
17. In the last 6 months, how often did your personal doctor show respect for what you had to say?
 Never
 Sometimes
 Usually
 Always
18. In the last 6 months, how often did your personal doctor spend enough time with you?
 Never
 Sometimes
 Usually
 Always
19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?
 YesGo to Question 20
 NoGo to Question 21
20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
 Never
 Sometimes
 Usually
 Always

21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
Worst personal doctor possible **Best personal doctor possible**
0 1 2 3 4 5 6 7 8 9 10

Getting Health Care From Specialists

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

22. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.
In the last 6 months, did you try to make any appointments to see a specialist?
 YesGo to Question 23
 NoGo to Question 26
23. In the last 6 months, how often was it easy to get appointments with specialists?
 Never
 Sometimes
 Usually
 Always
24. How many specialists have you seen in the last 6 months?
 NoneGo to Question 26
 1 specialistGo to Question 25
 2Go to Question 25
 3Go to Question 25
 4Go to Question 25
 5 or more specialistsGo to Question 25
25. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
Worst specialist possible **Best specialist possible**
0 1 2 3 4 5 6 7 8 9 10

Your Health Plan

The next questions ask about your experience with your health plan.

26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?
 YesGo to Question 27
 NoGo to Question 28
27. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?
 Never
 Sometimes
 Usually
 Always

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
 YesGo to Question 29
 NoGo to Question 30

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
 Never
 Sometimes
 Usually
 Always

30. In the last 6 months, did you try to get information or help from your health plan's customer service?
 YesGo to Question 31
 NoGo to Question 33

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
 Never
 Sometimes
 Usually
 Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
 Never
 Sometimes
 Usually
 Always

33. In the last 6 months, did your health plan give you any forms to fill out?
 YesGo to Question 34
 NoGo to Question 35

34. In the last 6 months, how often were the forms from your health plan easy to fill out?
 Never
 Sometimes
 Usually
 Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
Worst health plan possible **Best health plan possible**
0 1 2 3 4 5 6 7 8 9 10

About You

36. In general, how would you rate your overall health?
 Excellent
 Very good
 Good
 Fair
 Poor

37. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
 Every dayGo to Question 38
 Some daysGo to Question 38
 Not at allGo to Question 41
 Don't knowGo to Question 41

38. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
 Never
 Sometimes
 Usually
 Always

39. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? (Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.)
 Never
 Sometimes
 Usually
 Always

40. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? (Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.)
 Never
 Sometimes
 Usually
 Always

41. Do you take aspirin daily or every other day?
 Yes
 No
 Don't know

42. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
 Yes
 No
 Don't know

43. Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
 Yes
 No

44. Are you aware that you have any of the following conditions? (Mark all that apply.)
 High cholesterol
 High blood pressure
 Parents or sibling with heart attack before the age of 60

45. Has a doctor ever told you that you have any of the following conditions? (Mark all that apply.)
 A heart attack
 Angina or coronary heart disease
 A stroke
 Any kind of diabetes or high blood sugar

Appendix B

Below are the responses for each survey question. There were 628 total completed questionnaires. Frequencies depicted in the tables reflect the number of people responding to each item; percentages depicted in the tables reflect the total number of respondents to the particular question. Non-responses or missing data are omitted from each table.

1. Our records show that you are now in SoonerCare Choice. Is that right?		
Q1	Frequency	Percent
Yes	625	100.00

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?		
Q3	Frequency	Percent
Yes	364	60.97
No	233	39.03
Total	597	100.00

4. In the last 6 months, when you needed care right away how often did you get care as soon as you thought you needed?		
Q4	Frequency	Percent
Never	13	3.61
Sometimes	48	13.33
Usually	81	22.50
Always	218	60.56
Total	360	100.00

5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?		
Q5	Frequency	Percent
Yes	479	80.64
No	115	19.36
Total	594	100.00

6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?		
Q6	Frequency	Percent
Never	14	2.97
Sometimes	78	16.56
Usually	103	21.87
Always	276	58.60
Total	471	100.00

7. In the last 6 months, not counting times you went to an emergency room, how many times did you go to a doctor's office or clinic to get care for yourself?		
Q7	Frequency	Percent
0	70	12.13
1	83	14.38
2	97	16.81
3	85	14.73
4	72	12.48
5 to 9	120	20.80
10 or more	50	8.67
Total	577	100.00

8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?		
Q8	Frequency	Percent
Never	70	14.00
Sometimes	122	24.40
Usually	126	25.20
Always	182	36.40
Total	500	100.00

9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?		
Q9	Frequency	Percent
Yes	242	48.69
No	255	51.31
Total	497	100.00

10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?		
Q10	Frequency	Percent
Definitely Yes	132	55.00
Somewhat Yes	84	35.00
Somewhat No	18	7.50
Definitely No	6	2.50
Total	240	100.00

11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?		
Q11	Frequency	Percent
Definitely Yes	119	50.00
Somewhat Yes	94	39.50
Somewhat No	12	5.04
Definitely No	13	5.46
Total	238	100.00

12. Rating of all health care		
Q12	Frequency	Percent
0 Worst	8	1.62
1	6	1.21
2	4	0.81
3	13	2.63
4	21	4.24
5	52	10.51
6	32	6.46
7	54	10.91
8	79	15.96
9	67	13.54
10 Best	159	32.12
Total	495	100.00

13. Do you have a personal doctor?		
Q13	Frequency	Percent
Yes	511	87.50
No	73	12.50
Total	584	100.00

14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?		
Q14	Frequency	Percent
0	62	12.33
1	89	17.69
2	89	17.69
3	72	14.31
4	70	13.92
5 to 9	96	19.09
10 or more	25	4.97
Total	503	100.00

15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?		
Q15	Frequency	Percent
Never	17	3.88
Sometimes	44	10.05
Usually	99	22.60
Always	278	63.47
Total	438	100.00

16. In the last 6 months, how often did your personal doctor listen carefully to you?		
Q16	Frequency	Percent
Never	19	4.35
Sometimes	56	12.81
Usually	85	19.45
Always	277	63.39
Total	437	100.00

17. In the last 6 months, how often did your personal doctor show respect for what you had to say?		
Q17	Frequency	Percent
Never	15	3.43
Sometimes	43	9.84
Usually	82	18.76
Always	297	67.96
Total	437	100.00

18. In the last 6 months, how often did your personal doctor spend enough time with you?		
Q18	Frequency	Percent
Never	22	5.03
Sometimes	60	13.73
Usually	104	23.80
Always	251	57.44
Total	437	100.00

19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?		
Q19	Frequency	Percent
Yes	288	65.90
No	149	34.10
Total	437	100.00

20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Q20	Frequency	Percent
Never	34	12.06
Sometimes	48	17.02
Usually	73	25.89
Always	127	45.04
Total	282	100.00

21. Rating of personal doctor

Q21	Frequency	Percent
0 Worst	9	1.81
1	6	1.21
2	10	2.02
3	9	1.81
4	15	3.02
5	30	6.05
6	24	4.84
7	37	7.46
8	75	15.12
9	69	13.91
10 Best	212	42.74
Total	496	100.00

22. In the last 6 months, did you try to make any appointments to see a specialist?		
Q22	Frequency	Percent
Yes	275	47.66
No	302	52.34
Total	577	100.00

23. In the last 6 months, how often was it easy to get appointments with specialists?		
Q23	Frequency	Percent
Never	22	8.09
Sometimes	41	15.07
Usually	72	26.47
Always	137	50.37
Total	272	100.00

24. How many specialists have you seen in the last 6 months?		
Q24	Frequency	Percent
0	24	8.79
1	142	52.01
2	57	20.88
3	27	9.89
4	14	5.13
5	9	3.30
Total	273	100.00

25. Rating of specialist saw most often		
Q25	Frequency	Percent
0 Worst	2	0.81
1	1	0.40
2	5	2.02
3	5	2.02
4	8	3.24
5	9	3.64
6	18	7.29
7	14	5.67
8	24	9.72
9	38	15.38
10 Best	123	49.80
Total	247	100.00

26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?		
Q26	Frequency	Percent
Yes	351	61.58
No	219	38.42
Total	570	100.00

27. In the last 6 months, how often was it easy to get care, tests, or treatment you thought you needed through your health plan?		
Q27	Frequency	Percent
Never	20	5.73
Sometimes	54	15.47
Usually	101	28.94
Always	174	49.86
Total	349	100.00

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?		
Q28	Frequency	Percent
Yes	91	15.77
No	486	84.23
Total	577	100.00

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?		
Q29	Frequency	Percent
Never	4	4.49
Sometimes	22	24.72
Usually	33	37.08
Always	30	33.71
Total	89	100.00

30. In the last 6 months, did you try to get information or help from your health plan's customer service?		
Q30	Frequency	Percent
Yes	129	22.47
No	445	77.53
Total	574	100.00

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?		
Q31	Frequency	Percent
Never	11	8.66
Sometimes	23	18.11
Usually	32	25.20
Always	61	48.03
Total	127	100.00

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?		
Q32	Frequency	Percent
Never	9	7.20
Sometimes	12	9.60
Usually	27	21.60
Always	77	61.60
Total	125	100.00

33. In the last 6 months, did your health plan give you any forms to fill out?		
Q33	Frequency	Percent
Yes	125	22.08
No	441	77.92
Total	566	100.00

34. In the last 6 months, how often were the forms from your health plan easy to fill out?		
Q34	Frequency	Percent
Never	7	5.83
Sometimes	23	19.17
Usually	46	38.33
Always	44	36.67
Total	120	100.00

35. Rating of your health plan		
Q35	Frequency	Percent
0 Worst	10	1.76
1	5	0.88
2	9	1.58
3	5	0.88
4	20	3.51
5	47	8.26
6	42	7.38
7	65	11.42
8	101	17.75
9	68	11.95
10 Best	197	34.62
Total	569	100.00

36. In general, how would you rate your overall health?		
Q36	Frequency	Percent
Excellent	38	6.55
Very Good	88	15.17
Good	172	29.66
Fair	180	31.03
Poor	102	17.59
Total	580	100.00

37. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?		
Q37	Frequency	Percent
Every day	191	32.76
Some days	74	12.69
Not at all	305	52.32
Don't know	13	2.23
Total	583	100.00

38. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?		
Q38	Frequency	Percent
Never	58	22.14
Sometimes	65	24.81
Usually	48	18.32
Always	91	34.73
Total	262	100.00

39. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco?

Q39	Frequency	Percent
Never	127	49.22
Sometimes	64	24.81
Usually	29	11.24
Always	38	14.73
Total	258	100.00

40. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?

Q40	Frequency	Percent
Never	156	61.18
Sometimes	49	19.22
Usually	21	8.24
Always	29	11.37
Total	255	100.00

41. Do you take aspirin daily or every other day?

Q41	Frequency	Percent
Yes	162	28.52
No	406	71.48
Total	568	100.00

42. Do you have a health problem or take medication that makes taking aspirin unsafe for you?		
Q42	Frequency	Percent
Yes	81	16.30
No	416	83.70
Total	497	100.00

43. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?		
Q43	Frequency	Percent
Yes	237	41.22
No	338	58.78
Total	575	100.00

44. Are you aware that you have any of the following conditions? High cholesterol		
Q44A	Frequency	Percent
No	441	70.22
Yes	187	29.78
Total	628	100.00

44. Are you aware that you have any of the following conditions? High blood pressure		
Q44B	Frequency	Percent
No	374	59.55
Yes	254	40.45
Total	628	100.00

44. Are you aware that you have any of the following conditions? Parent or sibling with heart attack before the age of 60		
Q44C	Frequency	Percent
No	479	76.27
Yes	149	23.73
Total	628	100.00

45. Has a doctor ever told you that you have any of the following conditions? A heart attack		
Q45A	Frequency	Percent
No	577	91.88
Yes	51	8.12
Total	628	100.00

45. Has a doctor ever told you that you have any of the following conditions? Angina or coronary heart disease		
Q45B	Frequency	Percent
No	577	91.88
Yes	51	8.12
Total	628	100.00

45. Has a doctor ever told you that you have any of the following conditions? A stroke		
Q45C	Frequency	Percent
No	578	92.04
Yes	50	7.96
Total	628	100.00

45. Has a doctor ever told you that you have any of the following conditions? Any kind of diabetes or high blood sugar		
Q45D	Frequency	Percent
No	481	76.59
Yes	147	23.41
Total	628	100.00

46. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?		
Q46	Frequency	Percent
Yes	322	55.23
No	261	44.77
Total	583	100.00

47. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.		
Q47	Frequency	Percent
Yes	270	86.26
No	43	13.74
Total	313	100.00

48. Do you now need or take medicine prescribed by a doctor? Do not include birth control.		
Q48	Frequency	Percent
Yes	477	81.82
No	106	18.18
Total	583	100.00

49. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.		
Q49	Frequency	Percent
Yes	428	92.04
No	37	7.96
Total	465	100.00

50. What is your age?		
Q50	Frequency	Percent
18-24	107	18.26
25-34	73	12.46
35-44	99	16.89
45-54	169	28.84
55-64	135	23.04
65-74	3	0.51
Total	586	100.00

51. Are you male or female?		
Q51	Frequency	Percent
Male	187	32.13
Female	395	67.87
Total	582	100.00

52. What is the highest grade or level of school that you have completed?		
Q52	Frequency	Percent
8th grade or less	44	7.61
Some high school	156	26.99
HS grad or GED	229	39.62
Some college	131	22.66
College grad	15	2.60
More than 4yr college	3	0.52
Total	578	100.00

53. Are you of Hispanic or Latino origin or descent?		
Q53	Frequency	Percent
Yes	30	5.49
No	516	94.51
Total	546	100.00

54. What is your race?		
Q54	Frequency	Percent
White	379	65.57
Black or African American	78	13.49
American Indian or Alaska Native¹	46	7.96
Multiracial / Other²	75	12.98
Total	578	100.00

¹The race categories are based upon the standard CMS nomenclature for all Medicaid programs.

²Respondents who selected more than one race were grouped in the multiracial / other category.

55. Did someone help you complete this survey?		
Q55	Frequency	Percent
Yes	114	24.20
No	357	75.80
Total	471	100.00

56. How did that person help you? Read the questions to me		
Q56A	Frequency	Percent
No	47	41.23
Yes	67	58.77
Total	114	100.00

56. How did that person help you? Wrote down the answers I gave		
Q56B	Frequency	Percent
No	69	60.53
Yes	45	39.47
Total	114	100.00

56. How did that person help you? Answered the questions for me		
Q56C	Frequency	Percent
No	81	71.05
Yes	33	28.95
Total	114	100.00

56. How did that person help you? Translated the questions into my language		
Q56D	Frequency	Percent
No	108	94.74
Yes	6	5.26
Total	114	100.00

56. How did that person help you? Helped in some other way		
Q56E	Frequency	Percent
No	103	90.35
Yes	11	9.65
Total	114	100.00